

ORIGINAL

COMMISSIONERS
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2009 NOV 20 P 2:01

CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

November 20, 2009

To: Docket Control

RE: Arizona American Water Company - Customer Comments
Docket Nos. W-01303A-08-0227 and SW-01303A-08-0227

Please docket the attached 10 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

NOV 20 2009

DOCKETED BY

A handwritten signature in black ink, appearing to be "mm", written inside a rectangular box.

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83135

Date: 11/18/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 W.D. **Overstreet**

Account Name: W.D. & Jean Overstreet

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:**

is:

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW -01303A-08-0227
 W-01303A-08-0227

Sun City West, AZ
15 October 2009

Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007-2927

Dear Commissioners:

We are writing to voice our objection to the large increase in the water rates for Sun City West. The area is predominately retired persons and the majority are living on a fixed income. This type of increase will create a hardship on many of the citizens.

It is our hope that you will consider the effect on the residents and reject this increase.

Sincerely,

W. O. OVERSTREET
JEAN OVERSTREET
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

DOCKETED 11/18/09

End of Comments

Date Completed: 11/18/2009

Opinion No. 2009 - 83135

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: /

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83133

Date: 11/18/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** John **Last:** Goncalves

Account Name: John & Anna Jean Goncalves

Home:

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** :

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW -01303A-08-0227
W-01303A-08-0227

The Arizona Corporation Commission
1200 W Washington Street
Phoenix, AZ 85001

To Whom It May Concern:

We are greatly concerned about the possible 66 percent increase for residents of Sun City West. This recommended increase is totally unreasonable and should be lowered greatly!

We are seniors on fixed incomes and are facing no increase in our Social Security payments for possibly the next two years.

With the increased prices on gasoline, energy costs, etc. , it has put many of us in perilous financial conditions.

We understand that costs have also risen for the companies that provide services to the public, but to ask for a 66 percent increase is obscene!!!

Please deny Arizona American Water Company this increase.

Thank you for your consideration in this matter.

Very truly yours,
John Goncalves

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Anna Jean Goncalves

Sun City West, AZ 85375

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/18/09

End of Comments

Date Completed: 11/18/2009

Opinion No. 2009 - 83133

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83132

Date: 11/18/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Gilbert **Last:** Frayser

Account Name: Gilbert & Connie Fraysen

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:**

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW -01303A-08-0227
W-01303A-08-0227

Mr. and Mrs. Gilbert M. Frayser

Sun City West, Arizona

Dear Sirs:

We are so concerned with the proposed water rate increase by Arizona/American Water Company. In these horrendous economic times, how dare them to ask for such an outlandish 66.12%. With so many people having lost their jobs, barely being able to feed their families, and pay their bills-what is the water company thinking?

We are senior citizens having lost almost all our life savings in the stock market (where our retirement income was invested). ---As to no fault of our own, we are now on a very limited income. With no increase in Social Security for the next two years, we are going downhill fast!!! Our small income cannot even keep up with the cost of living. So many of us have no more corners" to cut. And now, of all times, the water company asks for this ridiculous increase. This is the ultimate greed which seems to be the normal for companies these days.

Please, for all of us who are struggling to make it on a day-to-day basis, do not let this increase occur. Things are so bad as it is. This just adds another "nail to the coffin".

Sincerely,

Gilbert M. Frayser
Connie J. Frayser --

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/18/09

End of Comments

Date Completed: 11/18/2009

Opinion No. 2009 - 83132

SW-01303A-08-0227

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2009 - 83130

Date: 11/17/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Jim **Last:** Gallucci

Account Name: Jim & Robyn Gallucci

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:**

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW -01303A-08-0227
W-01303A-08-0227

I am writing in regard to the water bill increase. 66.11% WOW. The may not be a lot to you but for us folks over 60 and no way wo make it up it is a big thing.

I guess this letter will fall on deal ears and go in the trash. So here we go again.

Jim & Robyn Gallucci
Sun City West,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/17/09
End of Comments

Date Completed: 11/17/2009

Opinion No. 2009 - 83130

SW-01303A-08-0227

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: ()

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83129

Date: 11/17/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Bettye

McCammon

Account Name:

Bettye McCammon

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Sun City West

CBR:

State:

AZ **Zip:** ()

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW-01303A-08-0227

W-01303A-08-0227

November 16, 2009

Gentlemen:

As a resident of Sun City West I want to voice my opposition to the LARGE water rate increase by Arizona/American Water Co. I am a widow living on a small fixed income and this increase would create a burden on me. As you know we will not receive an increase in Social Security this year or next.

Sincerely

Betty McCammon

Sun City West, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/17/09

End of Comments

Date Completed: 11/17/2009

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 83129

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83128

Date: 11/17/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Erika **Last:** Sund

Account Name: Erika Sund

Home: (000) 000-0000

Street: 12935 W Ballad Dr

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW-01303A-08-0227
W-01303A-08-0227

11/15/09

Dear Tina Wolfe,

I'm totally objecting to the steep water rate increase 66.11% is unexceptable. I'm on a fixed income. I'm not getting an increase from SS this year, it becomes a burden meeting the bills each month.

Please reconsider your steep increase and come up with a milder plan.

Sincerely
Erika Sund
12935 W Ballad Dr
Sun City West AZ 85375
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/17/09
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/17/2009

Opinion No. 2009 - 83128

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No. 2009 - 83126**

Date: 11/17/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Eleanore **Anderson**

Account Name: Eleanore & Joseph Anderson **Home:** (000) 000-0000

Street: 12949 W Ballad Dr **Work:** (000) 000-0000

City: Sun City West **CBR:**

State: AZ **Zip:** 85375 **is:**

Utility Company: **Arizona - American Water Company**

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW -01303A-08-0227
 W-01303A-08-0227

Ariz Corporation Commission

Dear Sirs

I am writing you on behalf of my husband & I to urge you not to allow the Ariz Water Co to raise our water rates to 66%.

We live on social security checks each month and it has been very hard already to get by now on our S.S. My husband is 85 years old & I will be 77 years old in Feb. We will not be able to pay this if it goes to that increase.

We live in Sun City West and we are not the only ones that are having it hard to live right now.

Many of my neighbors are also worried about this increase. Please help us, I pray to God you do.

Thank you.

Eleanore & Joseph Anderson
12949 W Ballad Dr
Sun City West, AZ 85375

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

DOCKETED 11/17/09

End of Comments

Date Completed: 11/17/2009

Opinion No. 2009 - 83126

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion No. 2009 - 83123

Date: 11/17/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Mary E **Last:** Reed

Account Name: Mary E Reed

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:**

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW-01303A-08-0227
W-01303A-08-0227

November 14, 2009

Dear Sirs,

This letter is written to inform you that I protest any water rate increase at this time.

Sincerely yours,
Mary E Reed

Sun City West, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/17/09
End of Comments

Date Completed: 11/17/2009

Opinion No. 2009 - 83123

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (000) 000-0000

Priority: Respond Within Five Days

Opinion No. 2009 - 83121

Date: 11/17/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Nina B **Last:** Clark

Account Name: Nina B Clark

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: () - () - ()

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW -01303A-08-0227

W-01303A-08-0227

Dear Sir:

Please know I am on a fixed income & although I use little water as a single senior, it will still be a hardship to have this exorbitant increase in my water rates.

I do object!

Sincerely

Nina B Clark

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/17/09

End of Comments

Date Completed: 11/17/2009

Opinion No. 2009 - 83121

SW-01303A-08-0227

W-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83138

Date: 11/18/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Betty **Last:** Crow

Account Name: Betty Crow

Home: (000) 000-0000

Street: na

Work: (000) 000-0000

City: Sun City West

CBR: bcrow64@cox.net

State: AZ **Zip:** 85375

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

OPPOSED - ARIZONA AMERICAN WATER

Docket #SW -01303A-08-0227
W-01303A-08-0227

From: Betty [mailto:bcrow64@cox.net]
Sent: Monday, November 16, 2009 2:25 PM
To: Mayes-WebEmail
Subject:

This e-mail is in response to the water rate hearing to be held on 11-19 & 11-20.

I cannot attend but want you to know that I believe the increase you are asking is very excessive to mostly elderly people (Sun City West) who live on a fixed income. Our condo fees keep raising at an alarming rate to cover the increases that you keeping taxing on. First it was arsenic recovery and now this. What is next. Betty Crow
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKETED 11/18/09
End of Comments

Date Completed: 11/18/2009

Opinion No. 2009 - 83138
